

DEPARTMENT OF HEALTH SERVICES

14744 P STREET
SACRAMENTO, CA 95814
(916) 445-1912



October 12, 1982

To: All County Welfare Directors

Letter No. 82-52

MEDI-CAL RELATIONS UNIT RECORDED MESSAGE REGARDING BENEFIT CHANGES

As a result of the passage of AB 799 (Chapter 328, Statutes of 1982) effective July 1, 1982 certain changes have occurred in the benefits provided through the Medi-Cal program. Due to these changes, the Medi-Cal Relations Unit is experiencing an increase in the number of beneficiary phone inquiries. A tape recorded telephone message is now available which explains the recent changes in the Medi-Cal program. Attached is the written text of that message and the telephone numbers of the information lines. Counties may be able to utilize the content of this message for telephone screening or for general information purposes.

If you have any questions please contact your Medi-Cal program consultant.

Sincerely,

Original signed by

Madalyn M. Martinez, Chief
Medi-Cal Eligibility Branch

Attachment

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants

DEPARTMENT OF HEALTH SERVICES

4744 P STREET
SACRAMENTO, CA 95814



September 13, 1982

MEDI-CAL INFORMATION LINE
DEPARTMENT OF HEALTH SERVICES

A recorded message to help Medi-Cal recipients obtain the most recent information on changes in the Medi-Cal program is available to callers in the San Francisco Bay Area, Los Angeles, San Diego and Orange County. This message explains the recent reductions in Medi-Cal benefits and further changes which have resulted from recent court actions. The tape also explains where beneficiaries can obtain further information. The tape will be updated on a regular basis to provide beneficiaries with a local source of current information.

TAPED MESSAGE LINES

SAN FRANCISCO BAY AREA

English (415) 540-2708
Chinese (415) 540-2384
Spanish (415) 540-2527

LOS ANGELES

English (213) 620-2807
Spanish (213) 620-2903

SAN DIEGO

English (714) 233-7717
Spanish (714) 233-7718

ORANGE COUNTY

English (714) 630-8310
Spanish (714) 630-0621

For further information on these lines contact:

Medi-Cal Relations Unit
Department of Health Services
714 P Street, Room 1650
Sacramento, CA 95814
(916) 445-0266

TAPED MESSAGE - September 10, 1982
Medi-Cal Information Line

HELLO. You have reached the State Department of Health Services. This is a recorded message to explain to Medi-Cal recipients the recent changes in the Medi-Cal Program required because of a new state law. If your questions are not answered by this message, a phone number you can call for more information will be given at the end of this tape. You might want to have paper and pencil ready.

The Department recently issued a notice explaining that on September 1st, 1982, there would be major reductions in the Medi-Cal Program. This notice stated that some services will no longer be paid for by Medi-Cal. However, this does not mean you cannot go to the doctor. If you are sick or have a chronic illness or if your children need to see a doctor, you should make an appointment. Your doctor will be paid for the office visit to diagnose the problem and will let you know whether your treatment can be paid by Medi-Cal.

Beginning September 1st, other parts of Medi-Cal have been reduced as well.

- Only people with significant vision problems can get eyeglasses. Your eye doctor can tell you if you qualify for eyeglasses under Medi-Cal.
- Medi-Cal no longer pays for replacement batteries for hearing aids.
- If you need physical therapy, your therapist has to obtain approval from Medi-Cal before you can receive these services.

Some reductions described in the notice have been temporarily stopped by court orders and will not be taking effect yet.

- Some drugs and drug products were going to be dropped from Medi-Cal. But a court order has delayed these drug reductions, so there will be no immediate changes in the drugs available through Medi-Cal.
- The elimination of nonemergency medical transportation has also been delayed by a court order. You can continue to receive these services until further notice.

Some reductions described in the notice have been modified or will not be taking effect.

- The changes described in psychiatric visits will not take effect.
- You can continue to use your MEDI labels for some podiatry office visits. For other services, your podiatrist must obtain approval from Medi-Cal. Your podiatrist can advise you of the services you can receive.

There have also been changes in Medi-Cal eligibility requirements. You should have been notified by your county welfare office if these changes affect your eligibility for Medi-Cal.

If you have questions about whether you can receive a specific medical or dental procedure, please contact your doctor or dentist. If you have questions about your eligibility or share of cost, contact your county welfare office. If you have other questions, please call the Medi-Cal Relations Unit in Sacramento. The number is; area code (916) 445-0266; that's area code (916) 445-0266. You can reach the Unit Monday through Friday from 8:00 a.m. to 12 Noon and 1:00 p.m. to 5:00 p.m.

As more information becomes available on court actions and other legal requirements, this message will be updated.

Thank you for calling.